

<p align="center"><b>In addition to your role, specific responsibilities for the following also apply</b></p>
<ul style="list-style-type: none"> <li>• Be aware of and apply the company’s values, taking into account Denplan’s policies and procedures (available on Denplanet).</li> <li>• Take an active role in managing your own personal development in line with objectives agreed as part of the appraisal process and other identified development needs, in order to increase your effectiveness.</li> <li>• Take personal responsibility for following established departmental and company procedures, and where identified, communicating to your line manager any ideas for improvement and change.</li> </ul>
<p align="center"><b>Sales/Service staff:</b></p>
<ul style="list-style-type: none"> <li>• Take personal responsibility for ensuring compliance with Denplan’s approach and procedures for handling customers, and for maintaining a fair and ethical approach to our customers.</li> <li>• Take responsibility for ensuring that products and service delivered to customers are (and remain) appropriate to customer needs, and that customers are treated in a fair, ethical and consistent manner.</li> </ul>
<p align="center"><b>Non customer facing staff</b></p>
<ul style="list-style-type: none"> <li>• Understand and consider the implications for internal and external customers in everything you do.</li> </ul>
<p align="center"><b>Any staff handling personal data</b></p>
<ul style="list-style-type: none"> <li>• Ensure all customer and employee data is kept secure, and confidentiality is not breached, by adhering to the Data Protection Act as well as company policies and procedures in the handling of all data.</li> </ul>
<p align="center"><b>If you have line management responsibilities</b></p>
<ul style="list-style-type: none"> <li>• Conduct 6 monthly appraisals and monthly 1:1’s with each member of your team, reviewing and setting meaningful and challenging objectives and competencies in line with business needs.</li> <li>• Ensure that all customers are handled in accordance with company policy and Procedure, which is designed to ensure fair and consistent treatment of our customers.</li> <li>• Build and maintain a culture in your team of fair, ethical and consistent treatment of customers</li> <li>• Demonstrate the behaviours and be a role model for the Denplan leadership qualities, to drive the leadership strategy forward, and build an engaging environment for our people.</li> <li>• Promote a commitment to sound risk management in your team.</li> </ul>
<p align="center"><b>All management roles</b></p>
<ul style="list-style-type: none"> <li>• Ensure the risks for your area are understood, managed, documented and reported against risk indicators, as appropriate</li> </ul>
<p align="center"><b>All roles where attendance or membership at a Governance committee is required:</b></p>
<ul style="list-style-type: none"> <li>• Play an active part in Governance committees, as assigned.</li> </ul>